

Complaint about childcare provision

Ref: 405004/4557974

Date: 17 September 2020

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 August 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and found that the provider had already taken steps to meet the following requirements: Safety and Hygiene. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

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On 21 August 2020, the provider notified us that there had been an allegation against a member of staff. We visited the provider to discuss the notification and found that the provider was failing to meet legal requirements in the Statutory framework for the Early Years Foundation Stage. We discussed information with the provider and as result of this a WRN legal notice that requires the provider to take the actions below within the timescales set out, was issued and Ashbourne Day Nurseries at Epping registration to provide childcare was suspended. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

Safeguarding practice 3.1 make sure children's individual needs are met and the relationships with adults caring for them are positive at all times

Child protection 3.8 implement the safeguarding policy and procedure when an allegation is made about a member of staff in a timely and appropriate way

Child protection 3.6 train all staff to understand the safeguarding policy and procedures and ensure staff have up to date knowledge of safeguarding issues, including inappropriate

behaviour displayed by other members of staff

Child protection 3.8 notify agencies with statutory responsibility without delay when there are concerns about children's safety and or welfare

Child protection 3.7 have regard for the government's statutory guidance 'Working Together to Safeguard Children 2015', to ensure that relevant information is shared when necessary to protect children from serious harm

Managing behaviour 3.52 take reasonable steps to ensure that corporal punishment is not given by any person who cares for or is in regular contact with children

Managing behaviour 3.53 make sure children's behaviour is managed in an appropriate way to ensure that their well-being is never adversely affected.

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On 28 August 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and found that the provider had already taken steps to meet the following requirements: Nappy changing. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

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On 10 September 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and found that the provider had already taken steps to meet the following requirements: Ratios and the Safety and suitability of premises, environment, and equipment. The provider will be able to give

parents further information about this. The provider is still registered with Ofsted.

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On 9 September 2020, the provider notified us that there had been a new allegation against a member of staff. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises'. We have reviewed all documents the provider sent to use, relating to their investigation into the second allegation against a member of staff. As result a further three actions were identified and added to the WRN legal notice that requires the provider to take the actions below within the timescales set out. Ashbourne Day Nurseries at Epping remains suspended at this time. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

Risk assessment 3.64 undertake appropriate risk assessments that ensures staff and children are not exposed to risk; demonstrate how risks are managed and action is taken to effectively identify, minimise or remove hazards

Staff Qualifications, Training, Support and Skills 3.20 ensure that all staff receive effective induction training to help them understand their roles and responsibilities. Make sure that induction training includes information about safeguarding, child protection, and health and safety issues

Staff Qualifications, Training, Support and Skills 3.22 put appropriate arrangements in place for the supervision of staff that provides effective support, coaching and training to improve their personal effectiveness

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On 12 October 2020 we visited the provider to monitor progress. As a result, we have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension and we are satisfied that there is now no risk of harm to children as a result of this matter.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).